

Return to Work(place)

Our Global Headquarters Story



Bringing People Back Together

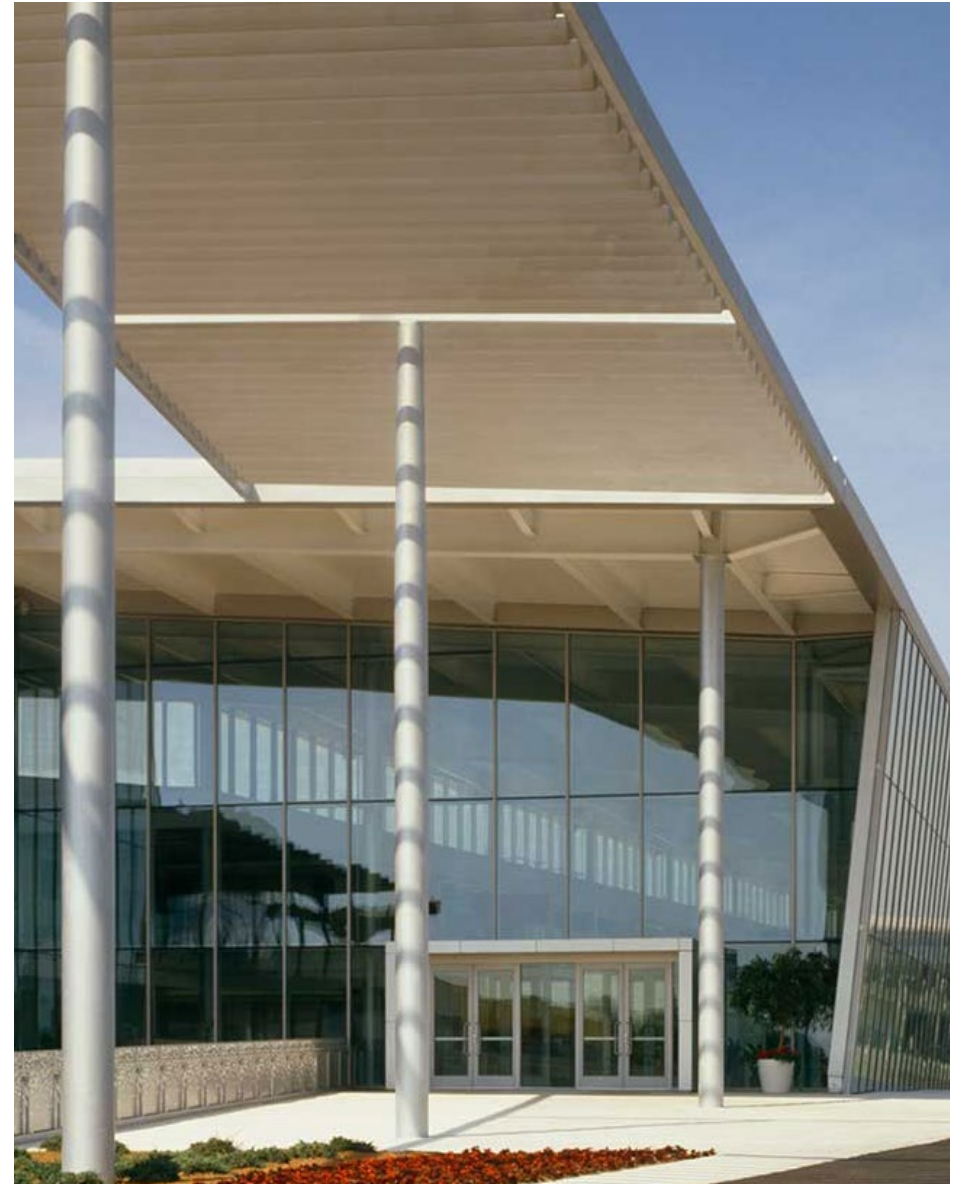
Like all organizations across the globe, Haworth has been on a journey to re-enter the workplace. COVID-19 presented new challenges for ways of working no one had even considered until the pandemic forced us into long durations of working from home. Just like many of our customers, we anticipate that remote work will be part of our work culture. Work is likely to be done in more than one location. When we think about what the future of work looks like, it is at the center of an integrated ecosystem that balances work among three primary physical locations: office, home, and third places—with the office as the hub.

Three critical areas of focus guided our return to the workplace: employee well-being, organizational culture, and transforming the floorplate. This story specifically addresses facility planning, along with remote work consideration, for our members at our global headquarters, One Haworth Center.

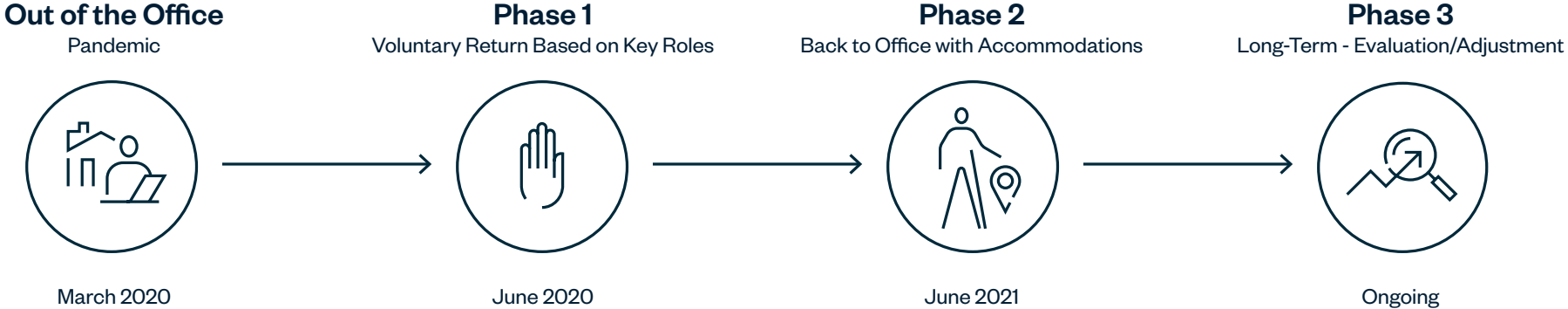
Our three phases for re-entry were defined as:

- Phase 1 – occupancy required for critical personnel (e.g., IT/HR/Facilities) in support of full manufacturing
- Phase 2 – return to office with accommodations
- Phase 3 – long-term occupancy plan

We began our journey by assessing: density, safety, policies, and protocols—there were many things to consider. The following describes our journey back to the workplace.



The Journey



How We Re-Entered the Workplace

In assessing our global headquarters, we first reviewed the overall floorplate, taking into account CDC guidelines and global best practices. Then we developed protocols for our own members for how to return to their workplace.

Our best practices are shared below, starting from home preparations and arrival in the building to interacting within the workspace. Between home and work, employees around the world use different transportation with guidelines to follow. Most of our members drive or bike to our headquarters and park on the building property. The table below indicates which protocols we adopted in Phase 1 (P1) and Phase 2 (P2).



Preparing for the Day

What We Did	P1	P2	Why
Web-based health self-assessment questionnaire	●	●	Self-assessment documents health and presence of occupants; enables user control to reduce stress
On-site temperature check	●		Following local guidelines and regulations
Reinforced scanning of ID badge at entry	●	●	Ties to the self-screening app to verify those in the building have completed the screening process
Required mask while moving throughout the building	●		Mitigates risk; following local guidelines and regulations
Mask required for non-vaccinated members		●	Mitigates risk; following local guidelines and regulations



Engaging with the Workspace

What We Did	P1	P2	Why
Evaluated work areas for distancing	●	●	Allows for movement but minimizes circulation; provides dedicated meeting spaces
100% assigned workspaces	●	●	Supports well-being through comfort, user control, and enhanced cleaning protocols
Evaluated HVAC & efficiency	●	●	Improves air circulation, quality, and member confidence



Communications

What We Did	P1	P2	Why
Meeting room signage	●	●	Visual reminders to establish protocols and communicates maximum room capacity
Worksurface signage	●		Communicates cleanliness protocols, schedule, and usage availability
Digital signage	●	●	Keeps members informed of ongoing changes and updates



Customer Experience/Visitors

What We Did	P1	P2	Why
Web-based health self-assessment questionnaire	●	●	Confirms health status at entry checkpoint and documents occupancy
Required mask while moving throughout the building	●		Mitigates risk
Mask required for non-vaccinated members		●	Mitigates risk
Defined customer path and engagement with select experts	●		Provides best experience for customers while physical distancing

Main Considerations

Social Spaces



Comfortable Space
Occupancy
New Uses

Workpoints



Assigned for Everyone
Appropriate Distancing Evaluation
Adjacencies Considered

Amenities



Café & Cafeteria
Fitness Center
Meeting Spaces

Technology



Room Occupancy
Added Technology
Ease of Use
Inclusiveness of On-Site/Remote

Consideration Details

From social spaces, where people gathered pre-pandemic, to workpoints and the amenities that support people throughout the day, see how we adjusted our floorplate to address COVID-19 protocols.

Social Spaces

- **Lobby** – now a checkpoint
- **Community** – modified layouts for physical distancing and more individual work locations
- **Outdoor** – added new products for more work areas outside
- **Retreat** – converted to assigned workpoints
- **Meeting & Conference** – reduced quantity of seating, opened doors, removed work tools, fewer touchpoints

Workpoints

- **Distancing** – reviewed floorplate to allow all members to return to assigned workpoint while maintaining 6-foot distancing
- **Assigned** – relocated unassigned and closed workpoint occupants
- **Touchdown** – converted unassigned and touchdown spaces to assigned spaces

Amenities

- **Refresh Areas** – reduced seating, exposed recycling/trash bins, provided personal cleaning supplies; refrigerators/ice makers unavailable for use
- **Self-Service Cleaning Stations** – added to each work zone for user control
- **Restrooms** – hands-free door openers
- **Fitness Center** – spaced out equipment

Technology

- **Meeting & Conference** – added integrated technology to accommodate both on-site and remote attendees
- **Platform Consistency** – set protocols for sharing and virtual meetings
- **Outdoor** – boosted Wi-Fi to support work on patio
- **Broadcast Room** – set up for production of large internal meetings and customer presentations



Floorplate Updates

In the floorplate shown, the space was evaluated to determine correct distancing. All previously unassigned workers were assigned a workpoint. To accomplish this, members were moved to new areas and touchdowns were converted into assigned spaces.

- At least 6' distancing
- Slightly less than 6' distancing
- Less than 6' distancing



Meeting and Conference

Meeting spaces were modified to make safe areas for people to come back together. Technology was updated to accommodate remote workers to join the meeting room seamlessly.



Before



After

- Large digital screens enabled with interactive software, microphones, and speakers are available in conference rooms for connection to remote workers
- Fewer chairs support physical distancing
- Safe place for personal interaction

Technology

With a goal to better connect those in the office with those who are remote, we evaluated and upgraded the technology in each conference room. In Phase 1, the conference rooms with higher occupancy were prioritized to receive the updates. We also took this time to test and evaluate the needs. For Phase 2 we added more options to the offering to support the need for different applications and sizes.



Microsoft Teams Integration

Provides a seamless visual and audio experience for both physical and virtual attendees in a Teams meeting.

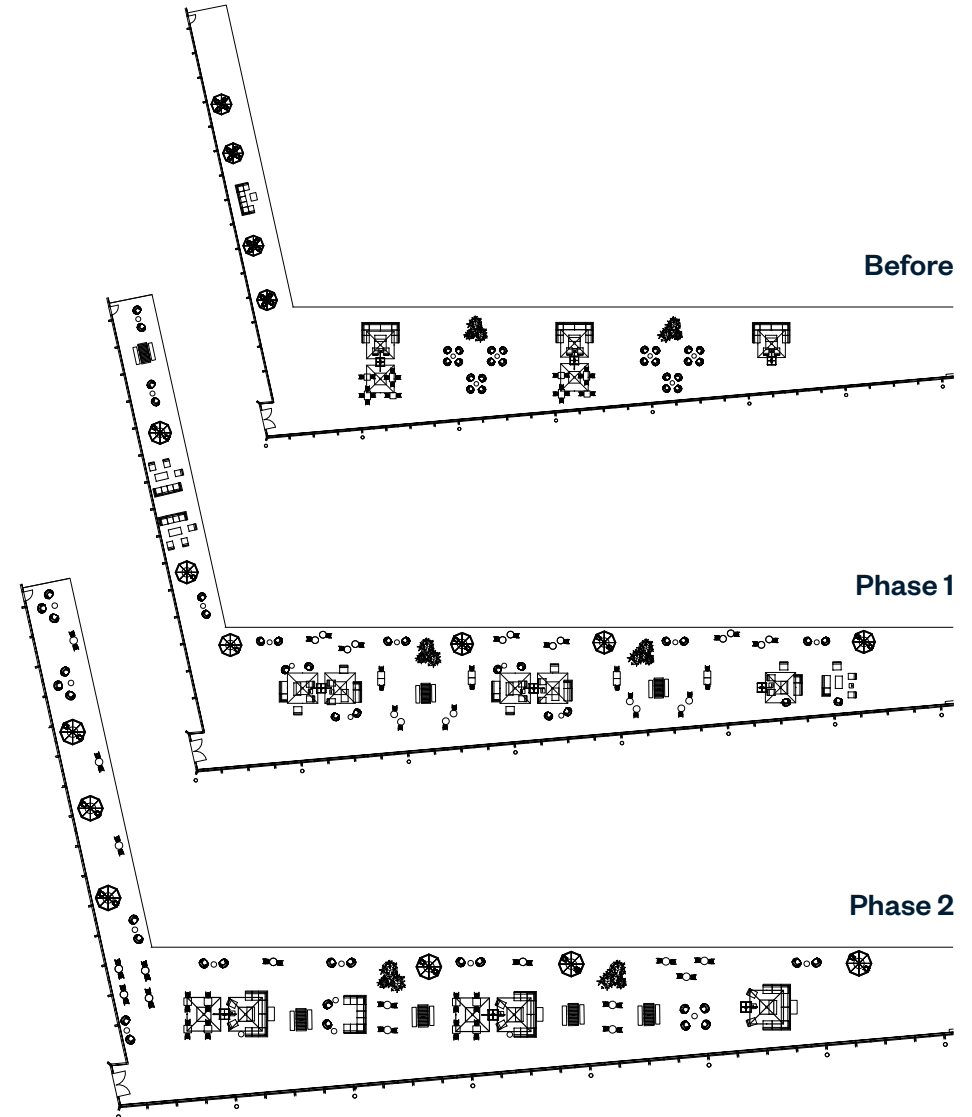


Bluescape Collaboration Technology

This Haworth-owned technology supports virtual collaboration and is available for all members via the web and on-site installations.

Outdoor Patio

To provide more options for people to safely move throughout the day, we leveraged our outdoor space on the patio outside the atrium. The existing furniture was rearranged to accommodate physical distancing in Phase 1. In Phase 2 we re-created the original settings and added more furniture to provide choices for people to work and accommodate for greater usage. With access to fresh air, nature, and daylight, this open area has the potential to boost well-being. The patio also serves as an option for lunch breaks by accommodating increased occupancy safely.



Broadcast Room

We created this multipurpose space specifically to elevate the experience for those joining large meetings and customer presentations remotely. When the room is set up for broadcasting, there is plenty of space for camera and lighting equipment, while providing a professional backdrop to engage with external audiences. When not in use, it served as a space for training or client dining.



Broadcasting



Dining



Classroom



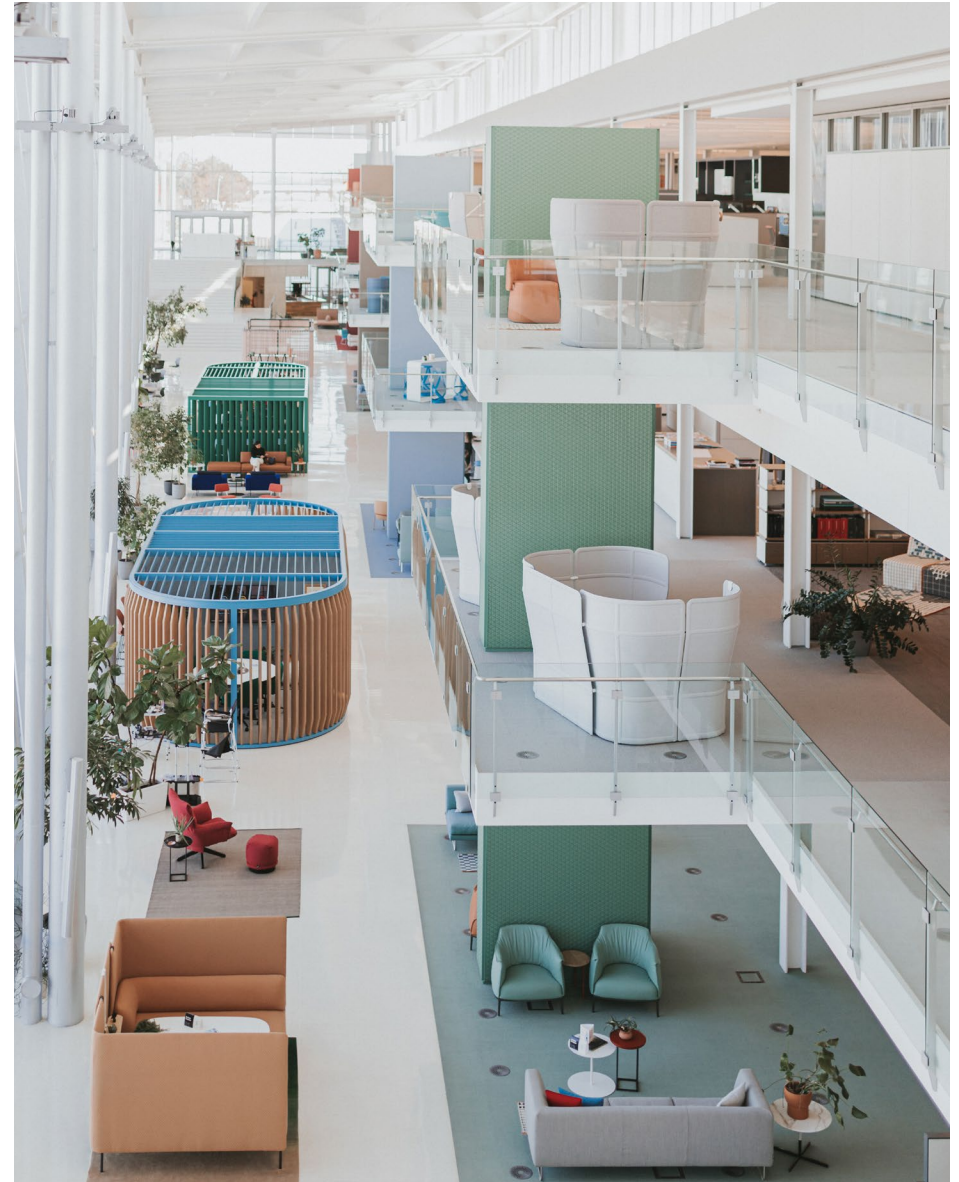
Training

The Journey Continues

Phase 2 began with a lot of learning—taking what we know about the workplace, implementing best practices, sharing what we learned, and adjusting as we go. Our global footprint has enabled us to be proactive by leveraging knowledge experts around the world and understanding regional experiences. In Phase 3, we will continue to assess our work environment and member needs to determine reconfiguration opportunities, including moves, adds, and changes that meet COVID-19 protocol.

Want to learn more?

Get in-depth information about how Haworth can help your organization navigate returning to the workplace by visiting [haworth.com](https://www.haworth.com).



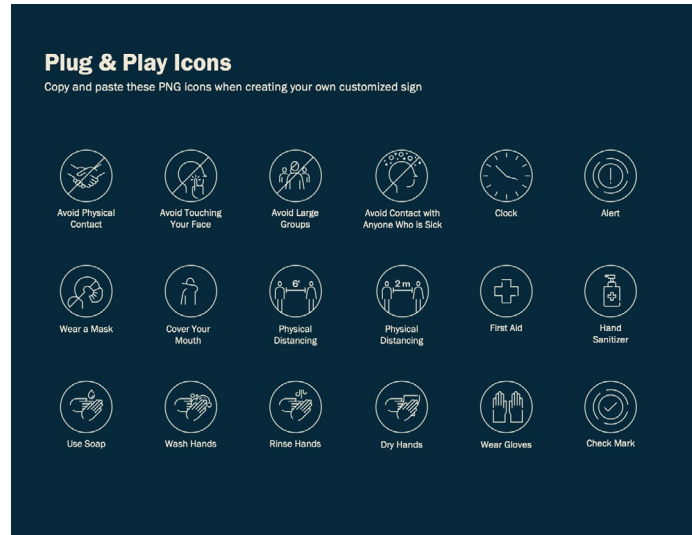
Resources

Cleanability Protocols – Phase 1

Task	Cleaning Products	PPE	As Needed	Daily	Weekly
Floor - mop/sweep/vacuum	3M 33H	Gloves	X	1X	
Railings, doors, handles – wipe clean	3M 40L/1L	Gloves		2X	
Elevators – clean, vacuum	3M 40L	Gloves		2X	
Office furniture – dust, sanitize	3M 1L	Gloves	X		
Badge card readers – wipe clean	3M 40L	Gloves		2X	
Coat closets, lockers doors, and handles – clean	3M 40L/Lysol	Gloves			1X
Paper towel dispensers – wipe clean	3M 40L/1L	Gloves	X		
Soap dispensers – wipe clean	3M 40L/1L	Gloves	X		
Cupboard handles – wipe clean	3M 40L/1L	Gloves		2X	
Drawers and cupboards inside/outside – wipe clean	3M 40L/1L	Gloves		1X	
Countertops – wipe clean	3M 40L/1L	Gloves		1X	
Sinks – wipe clean and clean out drains as needed	3M 40L/3M sponge	Gloves		1X	
Tables – wipe clean	3M 40L/1L	Gloves		2X	
Railings – wipe clean	3M 40L	Gloves		2X	
Stair door handles – wipe clean	3M 40L	Gloves		2X	
Horizontal surfaces – wipe clean, disinfect	3M 40L	Gloves	X		
Air vent covers/vents – dust/vacuum	N/A	Gloves		1X	
Appliances, counter tops/fronts – wipe clean	3M 1L/16L	Gloves		2X	
Conference/Training/Collaborative/Café Spaces					
Cafeteria tables and chairs – wipe clean, disinfect	3M 40L	Gloves		4X	
Seating hard surfaces – wipe clean, disinfect	3M 40L/1L	Gloves		2X	
Table tops, walls, light switches, door handles – clean	3M 40L	Gloves		2X	
Glass doors and side glass – wipe clean	3M 1L	Gloves		1X	
Front and back of doors and door jambs – wipe clean	3M 40L	Gloves		1X	

Signage

We created signs with simple messages and icons to clearly communicate protocols in our facilities, and we shared these with our dealer partners to use in their workplaces as well.



Member Kit

Every member in North America that returned to the office in Phase 1 received a care package to help keep them healthy and safe—like a daily wellness guide. The kit included:

- Hand sanitizer made by a local brewery
- Mask made by Haworth
- No-touch tool designed to attach to ID badge lanyard
- Pamphlet about what to expect when returning to work(place)



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